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2019

### Milner Library Annual Report, 2019

Milner Library

*Illinois State University*

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# Milner Library

HERE TO HELP

2019



ILLINOIS STATE  
UNIVERSITY

*Illinois' first public university*



## Fast Facts



**1.4 million**  
volumes



**1,000,000**  
website visits



**23,486**  
reference transactions



**170,678**  
computer logins



**808**  
3D printed jobs



**650,000**  
library visits annually



**509**  
instructional sessions for  
11,491 learners

# Milner Library

HERE TO HELP

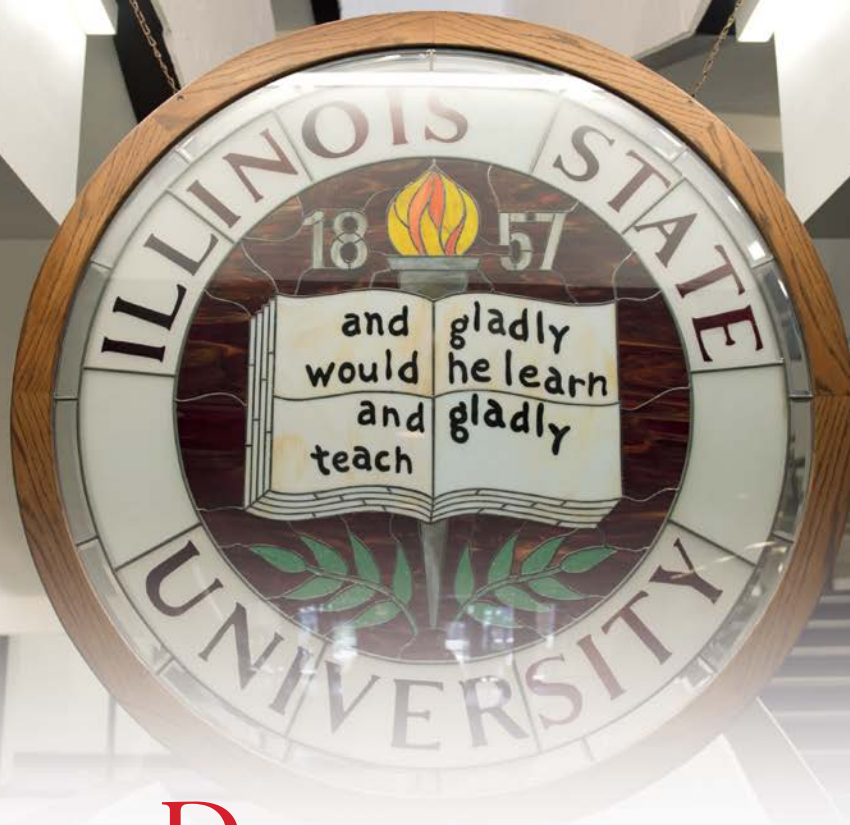
2019



Students enjoy snacks to help fuel their work during Study Breaks, held every semester during finals week.

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## Note from the Dean

**IN THE PAST TWO YEARS AS INTERIM DEAN** I have been able to look out my office window and see the canopy on the plaza come down, a new building connected to the Bone Center go up, and happily, new concrete poured on Milner Plaza to make our floor one a sound and usable space again. Things are happening.



With floor one returned to usability, we have the opportunity to expand our service to students by creating a Student Success Center. Working with partners from across campus, students will be able to get help with technology issues, advising, writing, and résumé creation, and of course, reference

and research assistance in a “one-stop shop” that will also be rich with technology for their use. The installation of compact shelving in this space will mean we can open up these spaces for services without sacrificing access to physical materials. Win win. Generous planned gifts will allow us to expand into more audio, video, and XR creation in the future.

Continuing to look toward a bright future for Milner Library, our services to classes and researchers—always our central strength—will be enhanced with searches for additional faculty. We will also be hiring a new dean to lead us into the third decade of the 21st century. A new system driving our catalog and other back-of-house functions will make it easier than ever to find the things students and researchers need. Progress is happening at all levels in Milner Library.

The heart of Milner’s work is its people and their dedication to student success. We know that when we put students first, our work will be right. I hope you can see in the following pages that dedication to our students and to supported free inquiry for all.

Shari Zeck  
Interim Dean



# Common threads

..... A DESIRE TO SERVE .....

**WITH MORE THAN 80 YEARS OF EXPERIENCE AT MILNER LIBRARY** between them, Betty McCannon '69, and Vanette Schwartz's journeys, which led them to the library, are surprisingly similar. Both received undergraduate degrees in teaching but realized during their academic classes that teaching might not be the best fit. Both also worked at libraries on their undergraduate campuses, McCannon receiving her degree from Illinois State University, and Schwartz receiving hers from Gustavus Adolphus College in Minnesota. It was through those student library jobs that they discovered their interest in libraries.

McCannon began at Milner Library doing a work study program at the circulation desk typing up overdue books. A few months after graduation, she came back to the library and has worked here ever since. Now a pre-order cataloging specialist, McCannon notes that cataloging work and technical services often happen behind the scenes but are vital to how libraries function. "We have to keep databases clean so that people can find things. We work as a team to accomplish our work and make sure that library materials are accessible."

Teamwork is a commonality in some of McCannon's fondest Milner memories. Like when the entire library worked together to move from the library's old location in Williams Hall to the current location. "One of the reference librarians planned the whole thing, and the whole staff moved the library," she remembers. "We were divided into teams and by floors, and I was on the team that moved the fifth floor. We all worked together, and it was a lot of fun." Another time that McCannon recalls the entire library working together to accomplish a big task was when barcodes were implemented. Staff broke into teams and barcoded every single book in the library after hours. More recently, when Mennonite College of Nursing became part of Illinois State University, the catalog-

ing department worked hard to incorporate all of the nursing books into Milner's catalog over the course of one summer.

Those she works with are a large part of what has kept McCannon at Milner Library for 50 years. "I could have retired by now, but I really enjoy the atmosphere and the people," she said. "This is a great place to work, and I really enjoy what I do."



Vanette Schwartz shows students items from Milner Library's Maps Collection.

Enjoying the people they interact with through their jobs at the library is another similarity shared between McCannon and Schwartz. Schwartz is Milner's social sciences librarian, serving as subject liaison for anthropology, history, maps, social work, and sociology. She joined Milner Library in 1976 and has seen many changes since then, including floor, collection, and reference desk reconfigurations. "Over the years, Milner has always been responsive to the needs of those we serve," she explained.

Just as in cataloging, technology has led to changes in Schwartz's job as well. "We have pretty much always had resources available in a variety of formats; they just keep



evolving as technology advances,” she said. “What has really changed is how people access information such as online databases and electronic and audio books, as well as the pace at which people expect to access sources.”

Schwartz is often referred to as the librarian’s librarian and loves to be challenged by her job. “In this job, you literally learn something new every day,” she said. “That is the best part of being a librarian. It’s not that you learn something in school and then go on and do it for years. Every single day I learn something that I didn’t know, didn’t realize, or build my knowledge.” Schwartz also loves the challenge of collection development, assessing what is already available at Milner, what is needed, and what is possible.

Both also agree that technology will continue to drive future changes at Milner. “Working in history with primary source materials, there was a time where you would have had to go to the Library of Congress, Harvard, wherever, to get your hands on historical materials,” Schwartz said. “Now with digitization efforts, any student just about anywhere can access materials. Technology allows us to make materials more available, which is always the goal of a library.”



Cataloging area of Milner Library in Williams Hall, 1969.

Technology keeps McCannon and everyone in cataloging on their toes. “Technology just keeps evolving, so everyone in cataloging has to constantly learn and adapt with database changes,” she said. Technology has also changed how patrons search for materials. “It used to be when you were searching a title for a book you might pull up four or five records, mostly from American libraries and maybe England. Now you can pull up to 20 or 30 from all over the world.”

McCannon and Schwartz agree that at the heart of any changes at the library is a desire to be able to serve campus better. “We have really, really excellent students and faculty,” said Schwartz. “And being able to serve their needs, I think that’s what we are all about. That’s what we’ve always been about and what will continue to drive our future, whatever that looks like.”



## SETTING STUDENTS UP FOR SUCCESS

As technology and student needs continue to evolve, so does Milner Library. One of the more visible, significant transformations will be the creation of the Student Success Center.

Located on the first floor, the Student Success Center will serve as an innovative campus hub for learning, research, and technology. A highly interactive, service-focused, and technology-rich space, this addition allows Milner Library to supplement traditional library services in collaboration with campus partners to further support student development. Campus partners who will share this space include University College for advising and writing support, Office of Research and Graduate Studies, and Administrative Technologies and Office of Academic Technology for hands-on student technology support.

Additionally, the Student Success Center will house Milner Library’s Makelt@Milner Space resources: audio/visual studios; multimedia workstations; and equipment such as Ellison die cutter, laminator, and button maker. Student collaboration will also be encouraged through flexible group study rooms and classrooms as well as open seating.

The Student Success Center project is currently in the planning phase, with plans to open in the 2020–2021 academic year.





# Finding a future

..... AT THE LIBRARY .....

**WHEN MADDI LOISELLE '19 TRANSFERRED TO ILLINOIS STATE UNIVERSITY** from Illinois Valley Community College in the fall of 2017, she wasn't sure what she wanted to study and felt more than a little lost. Loiselles explored quite a few options and landed in the School of Communication studying journalism but still didn't feel that she had found the perfect career fit. She turned to her mother and fellow alumna, Jane Loiselles '83, for advice. Jane suggested she get a job at Milner Library to further explore career options. Turns out, it was a match made in book heaven.

Loiselle began as a student worker in Access Services at the beginning of her senior year. "I went from still feeling pretty lost on campus at the end of my junior year to finding a home amongst the stacks. I would spend hours working with the books, shelving and shifting them," she said. Not only did Loiselles enjoy her job, she also liked the people she worked with. "Everyone at the library is so helpful, and I've been able to learn about so many different aspects of libraries," she said.

Connections made during her initial student worker position sparked interest in other areas of the library. In the spring of 2019, Loiselles completed an internship for course credit. Her internship was split between Public Relations and Reference Services areas of the library. While the public relations aspect of the internship was fun, it wasn't exactly what she envisioned for her future. However, during her time with Reference Services, a lightbulb came on. "Working at the

Reference Desk was the first time I realized that I had found something I saw myself doing indefinitely," she said.

Helping students is something that really appeals to Loiselles. "By far, my favorite area to work in at the library is the Reference Desk," she said. She also enjoys the continual learning that takes place at the Reference Desk. From textbooks to campus trees, Loiselles has fielded a lot of questions during her time at the Reference Desk. "We never know what questions we'll be asked, and I love the challenge of working with the librarians to find the answers and resources for students in need," she said.

Post-graduation, Loiselles still works as a standing orders specialist at Milner Library in Cataloging, Acquisitions, and Processing (CAPS) as well as at the Bloomington Public Library. In addition to her position in CAPS, Loiselles continues to shadow librarians at the Reference Desk. Her future plans include continuing to work at both libraries and taking a year off from academics, before attending graduate school for library science.

While she is keeping her options open, Loiselles hopes to continue working in an academic library. "The more I learn about all that Milner offers students, the more I wish I would have paid more attention and utilized the library," she said. "It's very gratifying to help students and watch them use the information you shared. I want to keep doing that."

## HANDS-ON HISTORY WITH ARCHIVES

The Dr. Jo Ann Rayfield Archives houses thousands of items and documents telling the history of Illinois State University. Each semester, archives partners with academic classes to allow students to have hands-on experience with history. University Archivist April Anderson-Zorn travels to classrooms, hosts classes at archives, and assists students with creating exhibits from archives materials. During the spring 2019 semester, archives partnered with various classes including U.S. in the 20th Century since 1945, Broadcast History, and Community Public Health. “If you touch history, you’re a part of history,” Anderson-Zorn said. Being in contact with history helps form connections between the artifact, the University, and the person. “That shared connection makes for a stronger institution and a stronger Redbird community.”



April Anderson-Zorn shows Sarah Coffman M.A., '18, Jesse Fell's shoulder board he wore as part of his Civil War uniform he wore when he served as Union Army Paymaster.

## GRADUATE STUDENTS CURATE CHILDREN'S LITERATURE EXHIBIT



Poster of William Steig's cover for *The Horn Book Magazine* from 1986.

In the fall of 2018, graduate students from Professor Jan Susina's Studies in Children's Literature class curated an exhibit from Milner Library's Children's Literature Collection. The class worked with Special Collections to identify titles students were interested in highlighting. Then, Milner

Library's conservator, Becky

Koch, examined the books to make sure they were in good enough condition to be displayed. Students also identified posters, illustrations from oversized books, and original illustrations from Special Collections to be digitized and printed for the exhibit. Their exhibit, *Image and Text*, was available from October 30 through January 14. “The most interesting part of the process has been thinking about the books that I have chosen—and that I have done research on—in conjunction with my classmates’ books and research,” said Dan Freeman, a graduate student in the Department of English. “Putting together an exhibit such as this one forces you to connect yourself with the work that others are doing, and in a way, you end up learning more than if you alone were selecting four or five books to present on.”

## MILNER MOVES

### NEW EMPLOYEES

(AS OF SEPTEMBER 30, 2019)

Karmen Beecroft  
Rebecca Fitzsimmons  
Elizabeth Harman  
Wendy Kapraun  
Becky Koch  
Erin Link  
Joshua Newport  
Rachel Park  
Joan Schuitema

### RETIREMENTS

Jim Caselton  
Jim Cunningham  
Joey Meihnsner  
Sandy Roe  
Dane Ward  
Joe Zumalt

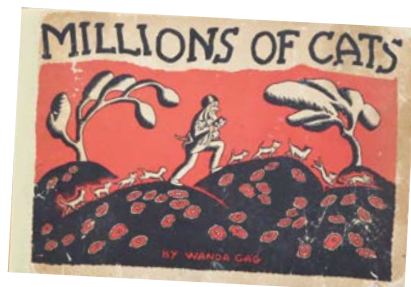


# Special Collections

..... FEATURES ONE-OF-A-KIND MATERIALS .....

SPECIAL COLLECTIONS IS ONE OF THE MOST UNIQUE PLACES ON CAMPUS, offering the opportunity to interact with a wide range of books and non-book materials. Special Collections recently added two rare books that will be able to be used by students in a variety of ways.

In the spring of 2019, Special Collections obtained a first edition copy of an important children's book. Published in 1928, *Millions*



of Cats by Wanda Gág is the oldest American picture book still in print and tells the story of a couple who end up with “millions and billions and trillions of cats.” It is one of the first books to use the double-page spread, using both pages to move the story forward. Gág also illustrated the book herself, and it is one of the few picture books to receive a Newbery Honor award.

Special Collections secured a one-of-a-kind Carthusian Breviary in 2018. Beautifully handwritten in Latin in the 1430s, the breviary served as a companion for solitary Carthusian monks. Special Collections is working to digitize the manuscript so that students can access it repeatedly while maintaining the integrity of the physical item. Since acquiring this stunning book, history and art history students have worked to translate sections as well as study the idiosyncratic nature of the paleography used within the book.

“Having access to a nearly complete manuscript is a shock and awe experience that inspires students,” explained Maureen Brunsdale, head of Special Collections. “There are a lot of students who think they will never hold something in their hands older than 100 years old. Items in Special Collections allow students to do just that.”



Head of Special Collections Maureen Brunsdale shows items to students from ART 333: Topics in Advanced Photography.



## UNDERSTANDING CULTURE THROUGH FOOD

In spring 2018, graphic design students in Professor Archana Shekara's Special Topics in Graphic Design course created an exhibit focused on multicultural, social, and service design projects. Shekara asked students to create information design posters about one dish from their ancestral country and trace the food's history, ingredients, and relevance. Students then worked with Milner's Art, Arts Technology, and Theatre and Dance librarian Kathleen Lonbom, M.F.A. '84, to build an exhibit from their posters. "Through conversations with their family, students discovered the significance of the food they had long taken for granted," Shekara said. "Each poster expresses the artist's unique cultural background and invites audiences to celebrate different heritages through diverse cuisine." Their exhibit, *FOOD for THOUGHT: Understanding Cultural Identity and Heritage Through Food*, was on display from April 19 to May 14, 2018.

## BACK TO THE FUTURE: TECHNOLOGY AIDS HISTORY EDUCATION STUDENT

During the fall of her junior year, Katrina Miley '19 stumbled across a video on YouTube. This might not seem very unusual for a college student, except this particular video explained the rules to a 4,500-year-old board game called The Royal Game of Ur. As a history and social sciences teacher education major, Miley wanted a way to get her students excited about an ancient culture.

"I was looking for a way to get my future high school students invested in the history—and what better way than by playing a game!" Miley said. Inspiration hit, but she needed to figure out a creative way to bring this ancient Sumerian board game into her classroom. That's when Miley found a free and public version of the game that could be created using a 3D printer. Enter Milner Library's new 3D printer. Miley submitted her request online, and by the end of the semester had her very own version of the game to play with her students. Miley hopes to use the game with her students when she begins teaching at Rock Island High School this fall.

3D printing is just one of many new services available in Milner's evolving MakeIt@Milner maker space. Milner provides tools to help students think outside of the box and create new things. Multimedia workstations, the Ready Record Studio, a button maker, and an Ellison die cutter are just a few resources available.



Katrina Miley points to a duplicate of her The Royal Game of Ur replica in a case showing off unique 3D printing jobs at Milner Library.



# Wikipedia *and* libraries:

## ..... REVOLUTION THROUGH COLLABORATION .....

**THE CATALOGING ASPECT OF LIBRARIES TENDS TO BE A BEHIND-THE-SCENES ROLE**—although a vital one that ensures everything in the library can be found and accessed. As part of their positions at Milner, Eric Willey, special collections and formats cataloger, and Angela Yon, cataloging and metadata librarian, are always looking for ways to improve how easily library patrons can find what they are searching for.

“We know sometimes that our users want to be able to find a particular item by characteristics or life experiences of the author or creator,” Willey said. “And as it was, our catalog records don’t usually have that information.” So Willey, Yon, and now-retired Sandy Roe set out to see if they could ethically, accurately, and efficiently add demographic data for creators to catalog records.

With more than a million catalog records, the group needed to figure out where to start. Roe, Willey, and Yon spoke with Milner reference librarians and subject liaisons, who shared that they sometimes get requests for works specifically by African American authors. The trio received a University Research Grant to hire a graduate student with African American history subject expertise, Trumaine Mitchell.

Mitchell worked to locate evidence showing writers on Wikipedia’s list of authors self-identified as African American, the Library of Congress’ strongest criteria for including a demographic group term. Mitchell focused on authors with items in the library’s holdings to maximize local impact. The group hypothesized that if there was a high degree of agreement between Wikipedia editors and Library of Congress criteria, this could suggest that Wikipedia lists might be a valid way to find lists of authors who identify as members of a particular demographic group.

Ultimately, 70 percent of authors on Wikipedia’s list of African American authors had items in the Milner Library catalog. Of those authors, evidence showed that 84 percent self-identified as African American. For those authors, this demographic information was added to their catalog records so that their items could be found via keyword searches. The hope is that future catalog software will allow for search results showing creator identity.

This project served as a case study to learn what resources such as skills, time, tools, and workflow are necessary to add demographic terms to catalog records. Findings from Roe, Willey, and Yon’s project were presented at the American Library Association and OCLC Americas Regional Council Conference in 2018. The group also had an article accepted for publication in *Cataloging and Classification Quarterly*.



While Wikipedia and libraries might seem like an odd mix, there is great value in working together. To some, open knowledge systems or crowd-sourced data may seem like the Wild West. However, information in Wikipedia must be cited, and Wiki entries are rated based on the quality of information sources. As part of their project, Roe, Willey, and Yon added Library of Congress Control Numbers to Wikipedia entries and Wikidata identifier numbers in the Library of Congress name authority records to create a full circle of linked data. A Library of Congress Control Number, similar to a social security number that is issued to books as they are prepared for publication, allows bookstores and other distributors to easily order the correct title.

“From a cataloging aspect, projects like this connect resources and aid in source validation,” Yon said. “Improved discoverability is one of the goals of linked data. So there is value in using open sources, such as Wikipedia, that are available to all and created by all, along with institutional sources. By using identifiers it links all types of information sources so that they are working together to improve discoverability.”

## ANGE'S KEEPERS

As part of the Redbirds Rising: The Campaign for Illinois State, Milner Library has established a special, campaign-only recognition. Donors who give a minimum of \$1,000 by the end of the campaign in June 2020 will be known as Ange's Keepers. A grateful thank you to those who have joined Ange's Keepers as of August 8, 2019.

“The library brought us together; the library gave me my friends.”

*Ange V. Milner 1920*



### Ange's Keepers

July 1, 2013–August 8, 2019

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Kevin and Laura Harris  
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Dennis\* and Margaret\* Watson  
Kay Wilson  
Roberta and Craig Zeck

\* deceased

## SUPPORTING MILNER LIBRARY

A donation to Milner Library is a gift that supports all students and helps ensure that the library continues to be a collaborative partner in teaching, learning, and research. Donations enable Milner to expand student opportunities and reinvent learning spaces such as the Student Success Center, as well as enhance campus activities through innovative programming, unique materials, and special events.



# REDBIRDS RISING

## THE CAMPAIGN FOR ILLINOIS STATE





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ARCHIVES – 8906924
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